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2143

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of: Lundy Lewis

Application No.: 09/577,224

Filed: May 23, 2000

For: *METHOD AND APPARATUS FOR REACTIVE
AND DELIBERATIVE SERVICE LEVEL
MANAGEMENT (SLM)*

Attorney Docket No.: APB-018

Art Unit: 2143

Examiner: England, David E.

Mail Stop AF
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

I hereby certify that this correspondence is being deposited with the U.S. Postal Service as Express Mail, Airbill No. EV466147400US, in an envelope addressed to: MS AF, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on the date shown below.

Dated: April 1, 2005

Signature: David R. Burns

(David R. Burns)

RESPONSE UNDER 37 C.F.R. § 1.116

Dear Sir:

In response to the final Office Action mailed January 4, 2005, (Paper No. 20041213), Applicants submit the following remarks and contend that the pending claims, as identified below, are patentable and in condition for allowance.